

Notification Templates

For cPanel & WHM version 60

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Overview

cPanel & WHM can send alerts to users when someone changes their account settings or an account approaches a limit, such as bandwidth or disk quota. You can select the notifications that an account receives with the following interfaces:

- cPanel's [Contact Information](#) interface (*Home >> Preferences >> Contact Information*).
- The [Notifications](#) section of WHM's [Tweak Settings](#) interface (*Home >> Server Configuration >> Tweak Settings*).
- WHM's [Contact Manager](#) interface (*Home >> Server Contacts >> Contact Manager*).

The notifications use Template Toolkit templates, and resellers and system administrators can customize these templates for their hosted customers. For example, you can add your logo to a notification, or include a link to your support web site.

This document explains which notification templates are available, and how to customize these templates.

Available notification templates

cPanel & WHM stores the original templates in subdirectories under the `/usr/local/cpanel/etc/icontact_templates/` directory.

Warning:

- The system will **overwrite** any changes that you make to the templates in this directory. For more information about the custom templates directory, read the [Customize the templates section](#) below.
- The location of notification templates may change in future versions of cPanel & WHM.

These templates use the `notification_name.type.tpl` naming convention, where `notification_name` represents the name of the notification that triggers the alert and `type` represents the type of template.

Notification types

Notification templates use the following types:

- `subject` — Subject line template, which allows you to configure the subject line of the message.
- `html` or `text` — Message body template, which allows you to configure the body of the message.
 - `html` — HTML version.
 - `text` — Plaintext version.

Note:

If the text template does not exist, the system will derive the text template from the HTML template.

Notification names

The system uses the following notification templates:

File Locations	Description	Related Settings
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Accounts/DigestAuthResetNeeded.*.tpl	<p>An account's domain name has changed, so the system notifies the system administrator that it has disabled Digest Authentication.</p> <p>This notification template uses the following sub-template from the Accounts/includes directory:</p> <ul style="list-style-type: none"> DigestAuthResetNeeded.body.html.tpl 	Forced Disable of Digest Auth setting in WHM's Contact Manager interface.
AdminBin/FullBackup.*.tpl	An account experienced a backup failure.	Backup Failure setting in WHM's Contact Manager interface.
appconfig/Notify.*.tpl	Application notifications.	AppConfig registration notifications setting in WHM's Contact Manager interface.
Application/Base.*.tpl	A notification that isn't already handled by an existing notification type and template.	Uncategorized Notifications setting in WHM's Contact Manager interface.
Backup/Delayed.*.tpl	The system delayed a backup.	Backup Delayed setting in WHM's Contact Manager interface.
Backup/Disabled.*.tpl	The system disabled a backup destination for an account.	cPanel Backup Destination Disabled setting in WHM's Contact Manager interface.
Backup/Failure.*.tpl	The system failed to finish a backup.	Backup Failed To Finish setting in WHM's Contact Manager interface.
Backup/PartialFailure.*.tpl	The system finished a backup, but it encountered errors.	Successful Backup setting in WHM's Contact Manager interface.
Backup/PreBackupNotice.*.tpl	The system sends this notification before it runs a backup.	Scheduled Backup Will Start Soon setting in WHM's Contact Manager interface.
Backup/Success.*.tpl	The system finished a backup.	Successful Backup setting in WHM's Contact Manager interface.
Backup/Transport.*.tpl	A backup encountered transport errors.	Backup Transport Failure setting in WHM's Contact Manager interface.
BandwidthUsageExceeded/Owner.*.tpl	Bandwidth overage notifications for resellers of accounts.	Bandwidth Limits setting in WHM's Contact Manager interface.
BandwidthUsageExceeded/User.*.tpl	Bandwidth overage notifications for accounts.	Notifications setting in WHM's Tweak Settings interface.
ChangePassword/NewUser.*.tpl	A password setup notification for new Subaccounts.	Account Invites for Subaccounts setting in WHM's Tweak Settings interface.
ChangePassword/ResetRequest.*.tpl	A user clicks the <i>Forgot Password</i> link.	<ul style="list-style-type: none"> Reset Password for Subaccounts setting in WHM's Tweak Settings interface. Reset Password for cPanel accounts setting in WHM's Tweak Settings interface.
ChangePassword/User.*.tpl	A user changes their password.	cPanel Account Password setting in WHM's Contact Manager interface.
Check/Biglog.*.tpl	A log file is almost 2 GB in size.	System Log Approaches 2GB setting in WHM's Contact Manager interface.
Check/CpanelRPMs.*.tpl	The system found altered RPMs, which pose a security risk.	Altered RPMs Check setting in WHM's Contact Manager interface.

Check/EximConfig.*.tmpl	<p>The system cannot automatically update Exim.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <ul style="list-style-type: none"> • EximConfig.ConfigAttached.html.templ • EximConfig.PreserveCustomizationsHeading.html.templ • EximConfig.ResetACLBlock.html.templ • EximConfig.ResetAll.html.templ • EximConfig.ResetCFReplaceInserts.html.templ • EximConfig.ResetCustomACLs.html.templ • EximConfig.ResetHeader.html.templ • EximConfig.ResetInserts.html.templ • EximConfig.UnableToInstallCritical.html.templ • EximConfig.UnableToInstallNotCritical.html.templ • EximConfig.UpdateSteps.html.templ • EximConfig.WHMLoginSteps.html.templ 	<i>Exim Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
Check/Hack.*.tmpl	The system detects a possible root compromise.	<i>Root Compromise Checks</i> setting in WHM's <i>Contact Manager</i> interface.
Check/HostnameOwnedByUser.*.tmpl	A user currently owns the server's hostname.	<i>Hostname Conflicts with a cPanel User Account</i> setting in WHM's <i>Contact Manager</i> interface.
Check/ImmutableFiles.*.tmpl	<p>The system cannot update cPanel & WHM due to immutable files.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <ul style="list-style-type: none"> • ImmutableFiles.action.message.html.templ 	<i>Update Failure Due to Immutable Files</i> setting in WHM's <i>Contact Manager</i> interface.
Check/InvalidDomains.*.tmpl	The system detects invalid domains.	<i>Invalid Domains</i> setting in WHM's <i>Contact Manager</i> interface.
Check/IP.*.tmpl	The system cannot resolve the hostname to the correct IP address.	<i>IP Address DNS Check</i> setting in WHM's <i>Contact Manager</i> interface.
Check/MySQL.*.tmpl	The check_mysql script found corrupted database tables.	<i>Corrupt Database Tables</i> setting in WHM's <i>Contact Manager</i> interface.

Check/MySQLConnection.*.tmpl	<p>The system encounters a MySQL connection issue.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <ul style="list-style-type: none"> • MySQLConnection.cannot_reset_remote_pass.html.tmpl • MySQLConnection.reset_pass_failed.html.tmpl • MySQLConnection.reset_pass_successful.html.tmpl • MySQLConnection._unable_to_auth_error.html.tmpl • MySQLConnection.unknown_error.html.tmpl 	<p><i>Remote MySQL Connection Failure</i> setting in WHM's <i>Contact Manager</i> interface.</p>
Check/Oops.*.tmpl	<p>The kernel encounters an Oops error.</p>	<p><i>Kernel Crash Check</i> setting in WHM's <i>Contact Manager</i> interface.</p>
Check/PopBeforeSMTPEnabled.*.tmpl	<p>The system found that POP Before SMTP is enabled, which is a security risk.</p>	<p><i>POP before SMTP enabled</i> in WHM's <i>Contact Manager</i> interface.</p>
Check/Resolvers.*.tmpl	<p>The server's DNS resolvers respond slowly or do not respond at all.</p> <p>This notification template uses the following sub-template from the Check/includes directory:</p> <ul style="list-style-type: none"> • Resolvers.body.html.tmpl • Resolvers.subject.html.tmpl 	<p><i>DNS Resolver Performance Issues</i> in WHM's <i>Contact Manager</i> interface.</p>
Check/Smart.*.tmpl	<p>Smartcheck detects a possible hard drive failure.</p>	<p><i>Disk Integrity Check</i> setting in WHM's <i>Contact Manager</i> interface.</p>
Check/SecurityAdvisorStateChange.*.tmpl	<p>The <i>Security Advisor</i> feature detected new issues with high importance.</p> <p>This notification template uses the following sub-template from the Check/includes directory:</p> <ul style="list-style-type: none"> • SecurityAdvisorStateChange.body.html.tmpl 	<p><i>Security Advisor State Change</i> setting in WHM's <i>Contact Manager</i> interface.</p>
Check/SSLCertExpired.*.tmpl	<p>A domain's SSL certificate has expired.</p>	<p><i>SSL Certificate Expiration</i> setting in WHM's <i>Contact Manager</i> interface.</p>
Check/SSLCertExpiresSoon.*.tmpl	<p>A domain's SSL certificate expires soon.</p>	<p><i>SSL Certificate Expires Soon</i> setting in WHM's <i>Contact Manager</i> interface.</p>
Check/UnmonitoredEnabledServices.*.tmpl	<p>Every two weeks, the system scans all active services and sends a notification that lists all of the unmonitored services.</p> <p>This notification template uses the following sub-template from the Check/includes directory:</p> <ul style="list-style-type: none"> • UnmonitoredEnabledServices.body.html.tmpl 	<p><i>Unmonitored Services</i> setting in WHM's <i>Contact Manager</i> interface.</p>
Check/ValidServerHostname.*.tmpl	<p>The system detected an invalid hostname for the server's main IP address.</p>	<p><i>Invalid Hostname For Main IP Address</i> setting in WHM's <i>Contact Manager</i> interface.</p>
chkstrvd/Diskusage.*.tmpl	<p>Disk usage notifications.</p>	<p><i>Disk Usage Warnings</i> setting in WHM's <i>Contact Manager</i> interface.</p>
chkstrvd/Hang.*.tmpl	<p>The system detected a hung device and restarted it.</p>	<p><i>Hung Service Checks</i> setting in WHM's <i>Contact Manager</i> interface.</p>

chkssrvd/Notify.*.tmpl	Service status notifications.	<i>Service failures (ChkSrvd)</i> setting in WHM's <i>Contact Manager</i> interface.
chkssrvd/OOM.*.tmpl	The system terminated a process to avoid a crash due to low memory.	<i>System Out of Memory</i> setting in WHM's <i>Contact Manager</i> interface.
CloudLinux/Update.*.tmpl	The system detects a CloudLinux™ license and provides installation instructions. This notification template uses the following sub-templates from the <code>CloudLinux/includes</code> directory: <ul style="list-style-type: none">• <code>Update.body.html.tmpl</code>	<i>CloudLinux License Detected</i> setting in WHM's <i>Contact Manager</i> interface.
Config/CpConfGuard.*.tmpl	The system has restored the <code>cpanel.conf</code> file from settings in the cache and configuration defaults file.	<i>cPanel Configuration Checks</i> setting in WHM's <i>Contact Manager</i> interface.
ContactInfo/Change.*.tmpl	Contact information change notifications.	<i>cPanel's Update Contact Information</i> interface.
ConvertAddon/ConversionCompleted.*.tmpl	Convert Addon Domain to Account notifications.	<i>Convert Addon Domain to Account</i> setting in WHM's <i>Transfers</i> interface.
cPHulk/BruteForce.*.tmpl	cPHulk brute force notifications.	<i>cPHulkd Brute Force</i> setting in WHM's <i>Contact Manager</i> interface.
cPHulk/Login.*.tmpl	Login notifications.	<i>cPHulkd Notifications</i> and <i>Root login notifications (cpHulkd)</i> setting in WHM's <i>Contact Manager</i> interface.
DAV/ChangeHostname.*.tmpl	The system launched a background task to update the hostname in individual Horde databases.	<i>Hostname Change Notifications</i> setting in WHM's <i>Contact Manager</i> interface.
dbindex/Warn.*.tmpl	The dbindex cache file is out of date by more than four hours.	<i>The dbindex Cache File Out Of Date</i> setting in WHM's <i>Contact Manager</i> interface.
DigestAuth/Disable.*.tmpl	An account's domain name has changed, so the system notifies the account owner that they must re-enable Digest Authentication.	<i>Digest Authentication Disabled Due to Account Rename</i> setting in WHM's <i>Contact Manager</i> interface.
DnsAdmin/ClusterError.*.tmpl	The system encountered an error with the DNS cluster.	<i>DNS Cluster Error</i> setting in WHM's <i>Contact Manager</i> interface.
DnsAdmin/UnreachablePeer.*.tmpl	The system was unable to contact a server in the DNS cluster.	<i>Lost Contact With DNS Cluster</i> setting in WHM's <i>Contact Manager</i> interface.
EasyApache/EA4_LangHandlerMissing.*.tmpl	EasyApache 4 encountered a missing handler.	<i>EasyApache Configuration</i> setting in WHM's <i>Contact Manager</i> interface.
Greylist/CommonProviderRemoval.*.tmpl	A mail provider no longer exists on the Greylisting Common Mail Providers list.	<i>Greylist System Changes</i> setting in WHM's <i>Contact Manager</i> interface.
Horde/MySQLToSQLite.*.tmpl	The system failed to convert the Horde database to SQLite.	<i>Horde Table Conversion Failure</i> setting in WHM's <i>Contact Manager</i> interface.
iContact/SendIMFailed.*.tmpl	The system failed to send a notification via an instant message.	<i>Instant Message Failure</i> setting in WHM's <i>Contact Manager</i> interface.

ImportMyDNSdb/Failure.*.tmpl	<p>The system failed to import zone files into the MyDNS database.</p> <p>This notification template uses the following sub-templates from the <code>ImportMyDNSdb/includes</code> directory:</p> <ul style="list-style-type: none"> • <code>Failure.already_running.html.tmpl</code> • <code>Failure.cannot_connect_to_database.html.tmpl</code> • <code>Failure.cannot_get_zones.html.tmpl</code> • <code>Failure.cannot_purge_rss.html.tmpl</code> • <code>Failure.cannot_read_zone_file.html.tmpl</code> • <code>Failure.cannot_repair.html.tmpl</code> • <code>Failure.database_error.html.tmpl</code> • <code>Failure.insufficient_permissions.html.tmpl</code> 	<i>MyDNS Zone Import Failure</i> setting in WHM's <i>Contact Manager</i> interface.
ImportMyDNSdb/InProgress.*.tmpl	<p>An import of zone files into the MyDNS database is in progress.</p> <p>This notification template uses the following sub-templates from the <code>ImportMyDNSdb/includes</code> directory:</p> <ul style="list-style-type: none"> • <code>InProgress.zones_imported_successfully.html.tmpl</code> 	<i>MyDNS Zone Import In Progress</i> setting in WHM's <i>Contact Manager</i> interface.
ImportMyDNSdb/Success.*.tmpl	<p>The system successfully imported zone files into the MyDNS database.</p> <p>This notification template uses the following sub-templates from the <code>ImportMyDNSdb/includes</code> directory:</p> <ul style="list-style-type: none"> • <code>Success.successful_completion.html.tmpl</code> • <code>Success.zones_imported_successfully.html.tmpl</code> 	<i>MyDNS Zone Import Successful</i> setting in WHM's <i>Contact Manager</i> interface.
Install/ClamavConnector.*.tmpl	The rpm.versions system upgraded ClamAV.	<i>ClamAV Upgrade Changes</i> setting in WHM's <i>Contact Manager</i> interface.
Install/Horde.*.tmpl	The system failed to properly convert a table in Horde.	<i>Horde Maintenance Notification</i> setting in WHM's <i>Contact Manager</i> interface.
Install/PackageExtension.*.tmpl	The system renames a package extension and updates all dependent package extensions to use the new filename due to a name conflict.	<i>Package Extension Name Conflicts</i> setting in WHM's <i>Contact Manager</i> interface.
installbandwidth/Notify.*.tmpl	Enough free disk space does not exist to upgrade bandwidth files.	<i>Bandwidth File Conversion Disk Space Failure</i> setting in WHM's <i>Contact Manager</i> interface.
killacct/Notify.*.tmpl	Account termination notifications.	<i>Account Removal</i> setting in WHM's <i>Contact Manager</i> interface.
killacct/PostTerminateCleanup.*.tmpl	The system cleaned up file permissions after a user termination.	<i>Account Removal</i> setting in WHM's <i>Contact Manager</i> interface.
Logd/Notify.*.tmpl	The system timed out while it processed a domain's bandwidth data.	<i>Bandwidth Data Processing Timeout</i> setting in WHM's <i>Contact Manager</i> interface.
Logger/Notify.*.tmpl	The system performed a deprecated call within a script and terminated the script.	<i>Script Terminated Due to Deprecated Call</i> setting in WHM's <i>Contact Manager</i> interface.

MailServer/OOM.*.tmpl	The mail server ran out of memory while it processed mail for an account.	<i>Mail Server Out of Memory</i> setting in WHM's <i>Contact Manager</i> interface.
Market/SSLWebInstall.*.tmpl	The system attempted to download and install an SSL certificate that a cPanel user ordered through the <i>SSL/TLS Wizard</i> interface.	<i>Installation of Purchased SSL Certificates</i> setting in WHM's <i>Contact Manager</i> interface.
migrate_branding/Notify.*.tmpl	Branding upgrade compatibility warning notifications.	<i>Branding Migration</i> setting in WHM's <i>Contact Manager</i> interface.
newmailcgi/Notify.*.tmpl	A user uploads a CGI mail script that could potentially send spam.	<i>Recently Uploaded CGI Script Mail</i> setting in WHM's <i>Contact Manager</i> interface.
NSD/BadZones.*.tmpl	The system detected corrupt DNS zones. This notification template uses the following sub-templates from the <code>NSD/includes</code> directory: <ul style="list-style-type: none"> • <code>BadZones.body.html.tmpl</code> 	<i>NSD DNS Zones Corrupted</i> setting in WHM's <i>Contact Manager</i> interface.
OutdatedSoftware/Notify.*.tmpl	The system detected outdated software. <div style="border: 1px solid yellow; padding: 5px; width: fit-content; margin: 10px auto;"> <p>Note: Notices for cPanel & WHM updates exist in the <code>upcp</code> templates.</p> </div>	<i>Notifications of Outdated Software</i> setting in WHM's <i>Contact Manager</i> interface.
OverLoad/CpuWatch.html.tmpl	A user's process stalled.	<i>Stalled Process Notifications</i> setting in WHM's <i>Contact Manager</i> interface.
OverLoad/LogRunner.html.tmpl	A process stalled while it processed a user's statistics and bandwidth data.	<i>Stalled Statistics and Bandwidth Process Notifications</i> setting in WHM's <i>Contact Manager</i> interface.
PaperLantern/UpdateUsers.*.tmpl	The upgrade to cPanel & WHM version 54 updated users from the x3 or x3mail themes to the <i>Retro</i> style for the <i>Paper Lantern</i> theme.	<i>User Theme Update</i> setting in WHM's <i>Contact Manager</i> interface.
parkadmin/Notify.*.tmpl	A user parked a domain on top of another domain.	<i>Notification of New Addon Domains</i> setting in WHM's <i>Contact Manager</i> interface.
queueprocd/Notify.*.tmpl	The system must shut down the <code>queueprocd</code> daemon due to repeated exceptions.	
Quota/DiskWarning.*.tmpl	Disk quota warning notifications.	<i>User Disk Usage Warning</i> setting in WHM's <i>Contact Manager</i> interface.
Quota/List.*.tmpl	Mailbox quota warning notifications for multiple mailboxes.	<i>User Disk Usage Warning</i> setting in WHM's <i>Contact Manager</i> interface.
Quota/MailboxWarning.*.tmpl	Mailbox quota warning notifications for a single mailbox.	<i>Notifications</i> setting in WHM's <i>Tweak Settings</i> interface.
Quota/RebootRequired.*.tmpl	The system requires a reboot in order to enable filesystem quotas.	<i>Reboot To Enable Filesystem Quotas Reminder</i> setting in WHM's <i>Contact Manager</i> interface.
Quota/SetupComplete.*.tmpl	The system successfully finished the process to enable filesystem quotas.	<i>Filesystem Quotas Ready</i> setting in WHM's <i>Contact Manager</i> interface.
RPMVersions/Notify.*.tmpl	The system converted settings in the <code>cpupdate.conf</code> file to settings in the <code>local.versions</code> file.	<i>Conversion of cpupdate.conf settings to local.versions</i> setting in WHM's <i>Contact Manager</i> interface.
Security/AuthnMethodLinkedToAccount.*.tmpl	A user links their cPanel account to an account at an external authentication provider.	<i>An external account is linked to my account for authentication</i> setting in cPanel's <i>Update Contact Information</i> interface.

Stats/Lagging.*.tmpl	The system cannot maintain its log processing schedule because of an overload or unusually high levels of traffic.	
StuckScript/Notify.*.tmpl	The system detects a stuck script.	<i>Stuck Script</i> setting in WHM's <i>Contact Manager</i> interface.
suspendacct/Notify.*.tmpl	Account suspension notifications.	<i>Account Suspensions</i> setting in WHM's <i>Contact Manager</i> interface.
sysup/Notify.*.tmpl	The system fails to update.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i>
TwoFactorAuth/UserDisable.*.tmpl	A user disabled two-factor authentication.	<i>User Disabled Two-Factor Authentication</i> setting in WHM's <i>Contact Manager</i>
TwoFactorAuth/UserEnable.*.tmpl	A user enabled two-factor authentication.	<i>User Enabled Two-Factor Authentication</i> setting in WHM's <i>Contact Manager</i> interface.
unsuspendacct/Notify.*.tmpl	Account unsuspension notifications.	<i>Account UnSuspensions</i> setting in WHM's <i>Contact Manager</i> interface.
upacct/Notify.*.tmpl	Account modification notifications.	<i>Account Modification</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/Killed.*.tmpl	The system aborts or terminates an update of WHM.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/MaintenanceFailed.*.tmpl	The <code>upcp</code> script fails to update WHM.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/PostSyncCleanupFailed.*.tmpl	The system fails to clean up after <code>upcp</code> script updates WHM.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/UpdateNowFailed.*.tmpl	The <code>updatenow</code> script fails to update the system.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
Update/Blocker.*.tmpl	The system fails to update because of a version blocker.	<i>Update Version Blocker</i> setting in WHM's <i>Contact Manager</i> interface.
Update/Now.*.tmpl	Update failure notifications.	<i>Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
Update/ServiceDeprecated.*.tmpl	The cPanel & WHM update failed because of a deprecated service.	<i>Update Blocker - Service Deprecation Notice</i> setting in WHM's <i>Contact Manager</i> interface.
Update/UpgradeRequired.*.tmpl	cPanel & WHM will automatically upgrade a service.	<i>Upgrade Required - Service Is Outdated</i> setting in WHM's <i>Contact Manager</i> interface.
wwwacct/Notify.*.tmpl	New account creation notifications.	<i>Account Creation</i> setting in WHM's <i>Contact Manager</i> interface.

Additional templates and resources

The system includes the following subdirectories:

- `include` — This directory contains several useful template snippets and icons in `.png` file format that you may wish to use in your templates.
- `wrapper` — The main notification template wrapper. This wrapper standardizes the format of each notification and it includes the header, body, and footer in the message. The standard footer contains links that allow the user to disable or change the importance of that type of notification.

Available variables

Notification templates use two kinds of variables: `CPANEL` and `NOTICE`.

CPANEL variables

All of the notification templates can use the following two CPANEL variables:

- `locale` (object) — If the system directs this notification at a user, this variable returns the user's locale. Otherwise, the variable returns the server's locale.
- `split_time_dhms` (function) — This function converts a number of seconds into a four-member array that indicates days, hours, minutes, and seconds. Use it to transform system times to human-readable-times.

NOTICE variables

Each template contains a list of its allowed NOTICE variables and their descriptions.

For example, [% NOTICE.ip_address %] displays the IP address of a request.

Customize a template

Note:

Before you can customize a template, you **must** create the `icontact_templates` and `icontact_templates/wwwacct` directories in the `/var/cpanel/templates` directory.

To customize a template, copy the desired template from the `/usr/local/cpanel/etc/icontact_templates/` directory to the `/var/cpanel/templates/icontact_templates/` custom templates directory, and make your changes to the copy.

The system uses templates in the custom templates directory before it uses templates from the original directory.

Example

In the following example, Example Hosting, Inc. wants to add their company name to the subject line of their account creation notifications.

To do so, they will perform the following steps:

1. Log in to the server via SSH as the `root` user.
2. If this is your first template customization, run the following command to make the custom templates directory and copy the files in the `include` and `wrapper` directories to the custom templates directory:

```
mkdir /var/cpanel/templates/icontact_templates && cp -rp
/usr/local/cpanel/etc/icontact_templates/{include,wrapper}
/var/cpanel/templates/icontact_templates
```

3. Copy the `/usr/local/cpanel/etc/icontact_templates/wwwacct/Notify.subject.tpl` file to `/var/cpanel/templates/icontact_templates/wwwacct/Notify.subject.tpl` file.
4. Open the `/var/cpanel/templates/icontact_templates/wwwacct/Notify.subject.tpl` file in a text editor:

```
[%-
  CPANEL.locale.maketext('New account on [_1] ([_2])',
  NOTICE.host_server,NOTICE.domain);
-%]
```

5. Edit the `Notify.subject.tpl` file to appear similar to the following example:

```
[%-
  CPANEL.locale.maketext('Example Hosting, Inc.: New account on [_1]
  ([_2])', NOTICE.host_server,NOTICE.domain);
-%]
```

Additional documentation

[Suggested documentation](#) [For cPanel users](#) [For WHM users](#) [For developers](#)

[Guide to Template Toolkit](#) — This document describes cPanel & WHM's Template Toolkit, the main template system for the cPanel and WHM interfaces.

[Guide to Locales](#) — This document describes the locale system, a system that localizes text in Perl, Template Toolkit, or JavaScript code.

[Template Toolkit website](#) — This external website contains information about the Template Toolkit, a fast, flexible, and highly extensible template processing system.

Content by label

There is no content with the specified labels



- [How to Send Server Notifications to Custom Services](#)
- [cPanel API 2 Functions - Contactus::sendcontact](#)
- [cPanel API 1 Modules - CustInfo](#)
- [cPanel API 2 Functions - CustInfo::contactemails](#)
- [cPanel API 2 Functions - CustInfo::contactprefs](#)
- [cPanel API 1 Functions - CustInfo::getemail](#)